

# PACCC MEETING SUMMARY

Tuesday 4 December 2007

CitiPower and Powercor Boardroom, Melbourne

**ATTENDEES:** Shane Breheny - CEO CitiPower and Powercor (Chair)  
Peter Bryant - General Manager AIMRO  
Brian Sullivan - General Manager Human Resources & Corporate Affairs  
Garry Audley – General Manager Electricity Networks  
Brendan Bloore – General Manager Customer Services  
Christine May - Rural representative  
Rob Lorenzon - Australian Industry Group  
Peter Brown – City of Moreland  
David Wilkinson – Manager Connection Services  
Chris Fleming – AMI IT Program Delivery Manager  
Hugo Armstrong – Corporate Affairs Manager (Committee Secretary)  
Jessica Warne – CA Administrative & Events Officer (Minute Secretary)

**PRESENTERS:** Peter Bryant – General Manager AIMRO  
David Wilkinson – Manager Connection Services  
Chris Fleming – AMI IT Program Delivery Manager  
Garry Audley – General Manager Electricity Networks

**APOLOGIES:** John Pye - Victorian Farmers Federation  
Gavin Dufty - St Vincent De Paul

Committee members reiterated the importance of timely communication to ensure safe wiring in advance of the installation of Advanced Metering Infrastructure, particularly for farmers with older buildings. Pricing of the project in rural areas was also questioned. CEO, Shane Breheny, said the Minister and Government had responsibility to lead this communication and the industry was encouraging them to do so.

General Manager AIMRO, Peter Bryant, briefed the committee on the status of the Advanced Metering (AMI) Project. He said customer communications would be a key element of the AMI program in 2008. The operational model for AMI encompassing national rules for the trial would be available in February 2008. He said competency standards will be in place to ensure people undertaking work were qualified and safe. Pricing submissions will be made in three stages – an initial submission on December 31 2007, the second on February 15 2008 and the third in April or May of 2008. No Government decision on pricing is expected before February 2008. A business case for a national roll out of smart meters will be available in January 2008. CitiPower and Powercor were likely to use a combination of communication technology to support the project including “mesh radio” to be used most widely, followed by the wireless 3G network, and satellite technology for remote customers. Committee members are to get home reading devices which will allow monitoring of electricity usage.

Manager Connection Services, David Wilkinson, conducted a presentation of the Enhanced Connections Project, which will see the automation of manual based processes. Getting

Registered Electrical Contactors (RECs) to use the internet to make bookings was a big challenge and CitiPower and Powercor were increasing communications with this group. Committee members questioned the accuracy of customer address data and this will be followed up.

The committee was also briefed on the Field Mobile Computing Project. AMI IT Program Delivery Manager Chris Fleming told the committee the project would benefit three main areas – metering and servicing, AMI rollout and faults management. The extent of wireless coverage across the network will need to be tested. Some Distribution Businesses and South East Water used mobile computing, but not for connections, and there have been some insights derived from a limited ETSA Utilities rollout.

The Business Performance Report was tabled and discussed. General Manager Electricity Networks, Garry Audley, reported that both networks were doing well in terms of reliability. Powercor expects to have unplanned SAIDI of around 130 minutes for 2007 and CitiPower expects 34 minutes, following exemptions. General Manager Customer Services, Brendan Bloore, noted the difference between performance and customer expectation was highlighted by complaints to the Ombudsman. Another issue of concern is the growing theft of copper. The business believes greater legal penalties are needed a deterrent.

An obituary has been placed on behalf of the committee for former member John McLean.

In other business, CitiPower/Powercor will seek to have representative on the Australian Conservation Foundation's development of a Western Region Sustainability Framework. The committee will receive a presentation on the Solar Cities project next meeting and Shane Breheny has been appointed to the position of Deputy Chairman of the Energy Networks Association.